

SecureTech Systems Inc.

Scheduled Maintenance & Service Agreement for Equipment and Integrated Systems

This agreement includes all labor performed by SecureTech Systems or its assigned agent(s) required to provide recommended and scheduled preventative maintenance. These service calls will be performed at the convenience of both parties within the agreement period. These service calls will be performed at the location of the equipment per the attached pricing schedule. Additionally, SecureTech Systems will provide all labor and assistance required to maintain the equipment in operating condition subject to the terms and conditions as set forth in DIR-SDD-2233 and provisions and exclusions provided herein.

This agreement includes all products and equipment supplied by SecureTech Systems or its assigned agent(s) required to perform the recommended schedule of preventative maintenance, as well as to maintain the defined covered equipment in operating condition during the terms of this agreement, subject to the terms and conditions as set forth in DIR-SDD-2233 and conditions hereinafter defined with the exception of equipment purchased by others.

Consumable parts such as batteries, etc. are not covered under this agreement.

This agreement includes access to SecureTech Systems service department for direct technical phone and email assistance on all equipment covered under this agreement.

This agreement provides for the covered equipment to be serviced by a SecureTech authorized technician, at no additional expense to the customer, if repairs are deemed necessary and phone assistance has not solved the equipment or system problem.

All equipment, software and systems placed under coverage must be in working order at the inception of this agreement. Equipment under the original manufacturer's warranty will be accepted without appraisal provided the equipment was serviced by SecureTech Systems prior to the warranty expiration. Any repairs necessary to bring the equipment or software up to manufacturer's specifications at the outset of this agreement will be billable on a time and materials basis in accordance with the existing rates.

Service under this agreement is provided Monday through Friday, excluding holidays honored by SecureTech Systems, during business hours 8:00 AM - 5:00 PM. Service provided outside of normal business hours will be handled on a per-call basis.

Service provided under this agreement does not ensure uninterrupted operation of the equipment, software or systems.

This agreement may be canceled in accordance with Appendix A, Section 10b of DIR Contract No. DIR-SDD-2233.

The agreement has a - term of one year (12 months) and may be renewed by the parties.

APPENDIX D TO DIR CONTRACT NO. DIR-SDD-2233

SecureTech Systems will perform Scheduled Maintenance to include:

1. Testing and repairs to items as is deemed appropriate;
2. Replacing batteries as needed; and
3. Written report and evaluation of issues which require customer's attention.

This agreement covers normal and intended use, wear and tear. Service calls as a result of abuse, misuse, fire neglect, operator error, dust, smoke, flood, accident, electrical disorders, static discharge, unauthorized modifications, hostile environment, cosmetic damage, or other acts of God are not included in this agreement.

This agreement is effective on the date it is accepted by SecureTech Systems and for the period described above.

Customer Name: _____

Customer Address: _____

City, State Zip: _____

Equipment Covered: **Per Schedule A attached**

Total Annual Cost: **Per Schedule B (Price Sheet)**

Customer's Acceptance: _____ Signature Date: _____

SecureTech Systems' Acceptance: _____ Signature Date: _____

Printed Name: _____ Title: _____

APPENDIX D TO DIR CONTRACT NO. DIR-SDD-2233

Schedule A

List of equipment covered by Service Agreement

Schedule B

List of batteries needed by equipment and cost each.

List cost of maintenance call to replace batteries and test system.

List cost of warranty extension.